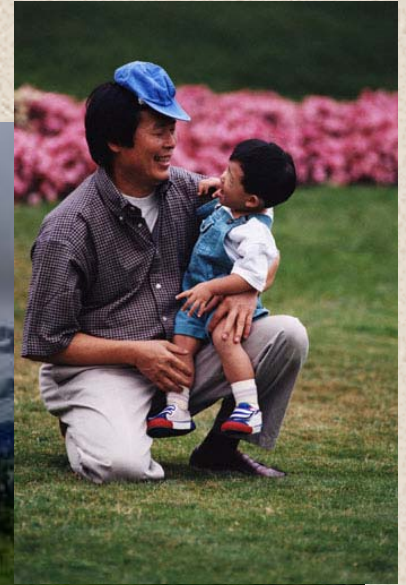


The Department of Information Services

Sustainability Plan



2004-2008



Department of Information Services

2004-2008 Sustainability Plan Practices Outline

Agency #1550
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Policy Statement and Long-Term Goal

The Department of Information Services (DIS) is committed to providing technology leadership and services to make life better for the citizens of Washington. DIS is committed to protecting the health and safety of its employees, reducing its impact on the environment and contributing to a healthy Washington economy. In fulfilling its responsibilities under Executive Order 02-03, DIS is committed to modeling the principles of sustainability in the procurement practices it uses, and in how it operates its buildings and equipment.

Current Sustainable Practices

DIS currently:

- Operates a building heat-recovery system to capture and reuse waste energy.
- Purchases “green products.” These items are characterized as environmentally friendly, toxin free, contain recycled content and are recyclable or reusable.
- Purchases only regular unleaded gasoline or acceptable substitute for use in state-owned vehicles to reduce fuel costs.
- Purchases alternative fuel vehicles for agency use when possible.
- Recycles paper products, toner cartridges, batteries and metal to reduce landfill use.
- Promotes and provides incentives for Commute Trip Reduction participation and encourages staff to carpool, ride the bus or use alternative transportation to ease traffic congestion and conserve resources.
- Minimizes energy use by complying with established guidelines for maintaining thermostats at pre-set levels and turning off lights and equipment when not in use.
- Installs plumbing fixtures that minimize water use.
- Reduces travel by promoting conference calls, telephone and electronic communication.
- Follows a comprehensive equipment maintenance program to prolong equipment and defer replacement.
- *Recycles major office remodel items such as carpet and building materials.*
- *Reissued 312 ceiling-mounted fluorescent lighting fixtures to other state institutions.*
- *Standardizes all leased buildings to use energy efficient lighting fixtures when renegotiating leases with building owners.*
- *Installs efficient lighting controls by working with building owners during lease negotiations.*

Action Plan ~ Five-Year Sustainability Goals

DIS plans to:

- Establish workstation space standards to lessen the need for changes and moves.
- Standardize office equipment to reduce the number of resources required and consolidate maintenance contracts for cost savings.
- Establish workstation standards that use “green products.”
- Limit the addition of appliances in DIS work areas.
- Upgrade existing appliances to energy-efficient and environmentally-friendly appliances.
- Create central break rooms and coffee bars.
- Continue recycling all new construction and remodeling material where possible.
- Continue comprehensive maintenance services on all mechanical equipment and keep all freon (chlorofluorocarbons (CFCs)) or other types of polluting gasses from leaking into the atmosphere.
- Build energy conservation systems that allow for greater efficiencies in DIS’ current energy-consuming equipment.
- Refurbish and reuse furniture and electronic equipment to extend useful life and to reduce premature disposal to landfills.

Future Expectations

In the next ten years, DIS plans to:

- Maintain the DIS sustainability program as established in 2004 and make improvements as needed and/or required.

Communications and Education

Background

In September 2002, Governor Gary Locke signed executive order 02-03, directing state agencies to establish sustainability objectives and prepare biennial sustainability plans that modify current practices. The executive order also established an advisory council to guide state agencies on how to apply sustainability measures to government operations.

Locke convened the Sustainable Washington Advisory Panel because of the widening gap between our state's current reality and a Washington that is economically equitable, healthy and prospering. The panel concluded that it is imperative to initiate significant changes now if Washington's quality of life is to improve, not diminish, over the next generation.

In its report titled “A New Path Forward: Action Plan for a Sustainable Washington,” the panel highlighted 11 priority recommendations to Washington state, including targeted economic vitality initiatives, new tax policy, innovative natural resource protection and standards for state government performance.

The recommendations include:

- Investing in clean energy and establishing clean energy standards;
- Committing to greenhouse gas reduction targets and mitigation strategies;
- Adopting industry-sponsored “green building” standards for all new state government construction projects;
- Engaging and informing citizens on sustainability; and
- Defining, documenting and communicating the vision and progress of sustainability efforts.

Benefits for the agency

Cost Savings

Improving energy methods and resources will increase the organization’s cost savings.

Employee Retention

Employees will personally benefit from sustainability with ergonomic workspaces, safer office equipment and cleaner interior air. Reducing workplace hazards by making environmentally conscious purchasing decisions may improve retention.

Communication plan strategic objective

This communication plan will raise awareness and educate staff on the benefits of sustainability. The plan will educate the DIS executive team on sustainability and help them direct front-line managers. The plan will define sustainability at DIS and outline goals.

Key messages

- ***Sustainability for the present and the future***
Outline the need for continued sustainability, how the organization currently achieves it and the organization’s plans for furthering the goal.
- ***Consistent guidelines for sustainability***
Adopt and apply standards for sustainability organization wide.

Communication plan objectives

- Communicate the importance of sustainability to executive and front-line management.
- Develop an awareness of sustainability as a DIS best practice using existing visual identity products (logos, graphics and typeface).
- Integrate sustainability into internal communications as a key message.
- Educate staff and new hires on the meaning, importance and value of sustainability.
- Institutionalize sustainability – align sustainability with a common, organizational approach to other agencies, cities, counties and the private sector.
- Develop training plan to raise awareness and educate staff on the benefits of sustainability.

Training Topics

1. The Governor's Executive Order 02-03
2. What is 'sustainability?'
3. What is DIS doing now?
4. What is DIS' plan for the future? What goals has it established?
5. How can managers lead the effort?
6. How can employees and work groups participate/contribute?

Communication and training plan tactics

1. Market sustainability to staff via existing multiple communication channels.
2. Train staff and incorporate sustainability messages into Manager Development and Performance Plans (MDPP) and Employee Development and Performance Plans (EDPP). The MDPP and EDPP are being replaced by the new Performance and Development Plan. As part of the deployment of this new form and process, DIS has developed its Supervisory Key Competencies. Supervisory Key Competency number 2 is "Running The Business." One of the attributes of "Running The Business" is "Political, Legal, and Environmental Awareness." This attribute calls for supervisors to be aware of the impact of doing business on our environment.
3. Establish ways to measure the success of the communication plan across the organization. Develop key program indicators that track how changes in the organization are contributing to the sustainability of Washington. Develop a Web site to document and communicate progress to employees.

1. Market sustainability to DIS staff via existing multiple communication channels.

Action item #1, executive management training (Human Resources/Quality & Employee Development) is still in the developmental stages due to the commitment of the training resources to the Washington Works implementation effort. When it is fully developed, it will include an executive awareness component.

1. Build a training program that educates appointing authorities on sustainability and explains expectations.
2. Encourage a program of one-on-one or group discussions among appointing authorities and their business unit managers to begin the education and communication process on sustainability through front-line management directly to staff.

Timing

To be determined

Budget

To be determined

Action item #2, Inside DIS, intranet (Communications)

1. Build and maintain a presence for sustainability on Inside DIS.

Timing

To be determined

Budget

Budget neutral

2. Train staff and incorporate sustainability messages into Manager Development and Performance Plans (MDPP) and Employee Development and Performance Plans (EDPP).

Action item #3, staff training/performance management (Human Resources/Quality & Employee Development)

1. Develop a training program via a DIS sustainability training-style PowerPoint and place online. The DIS Sustainability Training Plan is still in the developmental stages due to the commitment of the training resources to the Washington Works implementation effort. The training program will include key messages on sustainability.
2. Build sustainability key messages into existing agency training programs and plan to include the material in any new training.
3. Incorporate sustainability messages into MDPPs and EDPPs. The MDPP and EDPP are being replaced by the new Performance and Development Plan. As part of the deployment of this new form and process, DIS has developed its Supervisory Key Competencies. Supervisory Key Competency number 2 is "Running The Business." One of the attributes of "Running The Business" is "Political, Legal, and Environmental Awareness." This attribute calls for supervisors to be aware of the impact of doing business on our environment.

Timing

To be determined

Budget

To be determined

Action item #4, Adopt-a Highway community service (Director's office/all-DIS)

Register DIS for the Adopt-A-Highway program in conjunction with the DIS Core Ideology program, <http://www.adoptahighway.com/index.html>

Design sign art

Build story for Inside DIS

Build presentation slide for next all-staff meeting

Timing

The DIS Adopt-A-Highway program was launched in 2003 with its first Adopt-A-Highway event in December 2003. DIS has continued this program with an

event every quarter with excellent participation by DIS staff. The stretch of I-5 assigned to DIS is heading south on I-5 from the Martin way exit to the Pacific Avenue exit.

Budget

To be determined

3. Establish ways to measure the success of the communication plan across the organization.**Objective**

Determine the following:

1. Is sustainability being deployed?
2. Does senior management understand sustainability?
3. Do employees understand sustainability?
4. Is the communications strategy effective?
5. Has sustainability been well received?
6. Identify areas where sustainability is not institutionalizing within DIS.

Activities

1. Develop and implement a series of measurement tools that are deployed regularly into the DIS workplace.
 - Short intranet-based surveys.
 - Focus groups.
2. Analyze/develop reports on data collected from measurement tools.
 - Analyze the results of the employee training.
 - Share training analysis with senior management.
 - Identify areas of success and challenges to overcome.
3. Modify communications strategy to overcome any areas of resistance to the *institutionalizing* of sustainability.
4. Modify communications strategy to identify and correct misinformation.

Annual Progress Report

The Department of Information Services will prepare an annual progress report and send it to the Office of Financial Management Sustainability Coordinator by October 15 of each year, beginning 2004.

Department of Information Services

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APPENDIX A

Fiscal Year 2003 to Fiscal Year 2004 Comparison

Number of FTEs

- 428.8

Internal Paper Consumption

- 2,052,000 sheets recycle = 65% (60% reduction in consumption)
- 1,125,700 sheets virgin = 35% (34% reduction in consumption)

Number and type of vehicles owned by agency

- 11 vehicles in fleet ~ seven (7) cargo vans, two (2) passenger vans, one (1) delivery van, and one (1) delivery truck.

Agency owned vehicle Mileage (all 11 vehicles combined)

- Fiscal Year 2004 = 138,698 miles (23% increase)

Privately owned vehicle (POV) Mileage

- Fiscal Year 2004 = 102,042 miles (13% increase)

Building Square Footage

14 locations

- Adams Building: 25,086
- Chandler Court: 9,156
- Forum Building: 14,638 (13,954 office, 684 storage)
- Jefferson Building: 24,878
- OB2: 68,135 (includes bldg common areas, 47,526 DIS usable space)
- Warehouse: 12,748 (2,921 office, 9,827 warehouse storage)
- 512 Building: 23,155
- Lacey (IT): 10,773
- Node Sites: 18,181 TOTAL All sites
 - Lacey = 3,861
 - Seattle = 6,396 (6,095 office/data center, 301 storage)
 - Spokane = 3,332
 - Vancouver = 1,419
 - Westin = 835
 - Yakima = 2,338